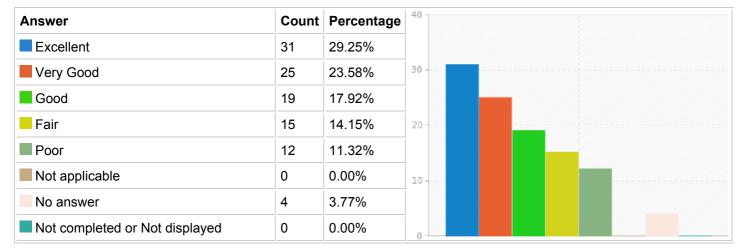
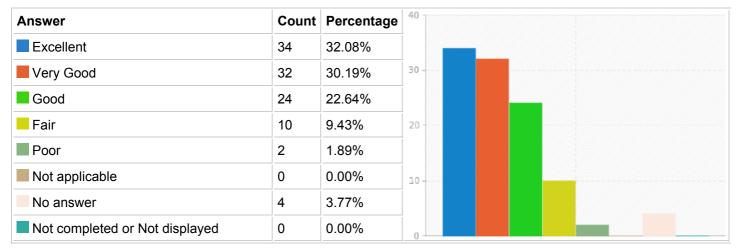
# The Oswald Road Medical Centre Patient Satisfaction Survey 2016 Results Summary

Number of records in this query: 106 Total records in survey: 106 Percentage of total: 100%

## Q1: Appointments: Ease of getting an appointment



## Q2: Appointments: Able to have an appointment with GP of choice



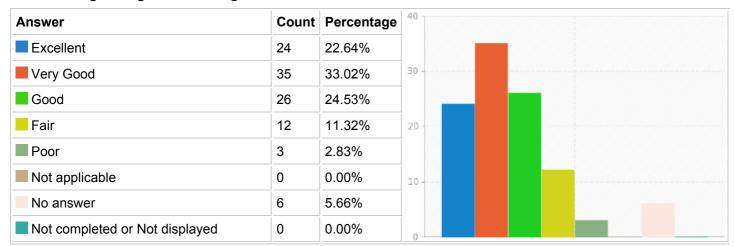
## Q3: Appointments: Able to get an urgent appointment

Answer	Count	Percentage	26
Excellent	25	23.58%	22
Very Good	23	21.70%	20 - 18 -
Good	16	15.09%	16
Fair	13	12.26%	14 12
Poor	8	7.55%	10
Not applicable	10	9.43%	6 -
No answer	11	10.38%	4
Not completed or Not displayed	0	0.00%	0

## Q4: Waiting: Length of waiting time to check in at Reception

Answer	Count	Percentage	50
Excellent	47	44.34%	
Very Good	32	30.19%	38 -
Good	17	16.04%	Ì
Fair	7	6.60%	25-
Poor	1	0.94%	
Not applicable	0	0.00%	13 -
No answer	2	1.89%	
Not completed or Not displayed	0	0.00%	0 -

## Q5: Waiting: Length of waiting time to see Doctor/GP



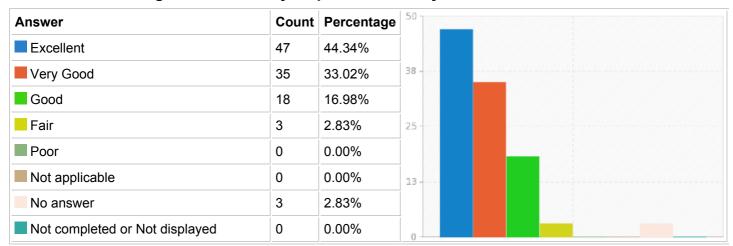
## Q6: Reception: How helpful did you find Reception Staff?

Answer	Count	Percentage	60
Excellent	51	48.11%	50
Very Good	34	32.08%	Ì
Good	13	12.26%	40
Fair	5	4.72%	30
Poor	2	1.89%	20
Not applicable	0	0.00%	20
No answer	1	0.94%	10
Not completed or Not displayed	0	0.00%	0

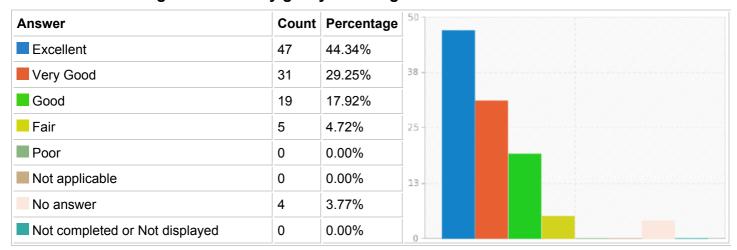
## Q7: Doctors/Nursing Staff: Did they listen to your needs?

Answer	Count	Percentage	50
Excellent	50	47.17%	
Very Good	33	31.13%	38 -
Good	17	16.04%	
Fair	2	1.89%	25 -
Poor	2	1.89%	
Not applicable	0	0.00%	13 -
No answer	2	1.89%	
Not completed or Not displayed	0	0.00%	0 -

## Q8: Doctors/Nursing Staff: Were they helpful and friendly?



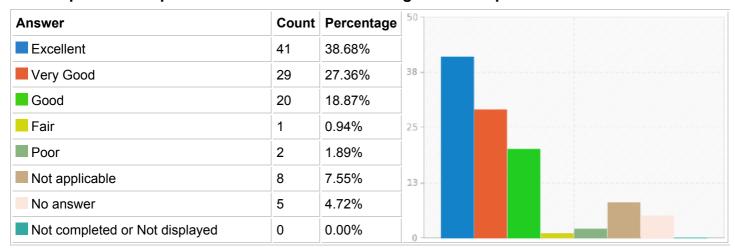
## Q9: Doctors/Nursing Staff: Did they give you enough of their time?



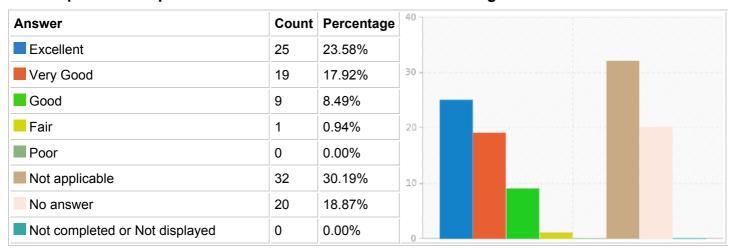
## Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?

Answer	Count	Percentage	50 -
Excellent	50	47.17%	
Very Good	32	30.19%	38 -
Good	18	16.98%	
<b>F</b> air	1	0.94%	25 -
Poor	1	0.94%	
Not applicable	0	0.00%	13 -
No answer	4	3.77%	
Not completed or Not displayed	0	0.00%	0

## Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures



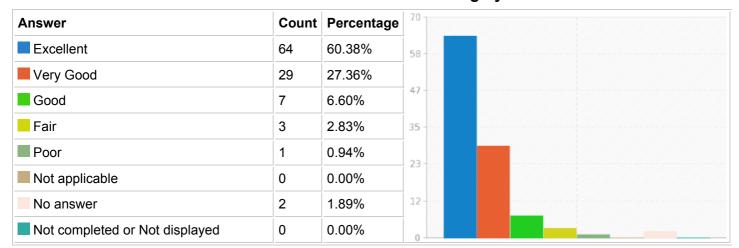
## Q12. Repeat Prescriptions: Satisfaction with new online ordering service



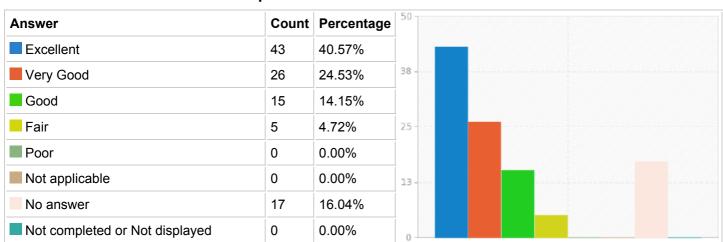
## Q13. Practice Website: Satisfaction with information provided on website

Answer	Count	Percentage	40
Excellent	22	20.75%	
Very Good	15	14.15%	30 -
Good	9	8.49%	
Fair	4	3.77%	20 -
Poor	0	0.00%	
Not applicable	33	31.13%	10-
No answer	23	21.70%	
Not completed or Not displayed	0	0.00%	0 -

## Q14. Cleanliness: Satisfaction with the cleanliness of the surgery?



#### Q15. Overall satisfaction with the practice



## Q16. Is there anything we could do to improve the quality of our service?

Answer	Count	Percentage
Answer	31	29.25%
No answer	75	70.75%
Not completed or Not displayed	0	0.00%